

Number Portability Issues

- Pacific Bell, with extreme frequency, incorrectly implements Directed Number Call Forward (DNCF) when converting resale business line customers from Pacific Bell service to ICG service. Pacific Bell consistently disconnects the customers old telephone number long before implementing the new ICG telephone number thus leaving the customer without telephone service; or, Pacific Bell implements the wrong new phone number on number change announcements.

Documentation: Tab 9 - Copy of electronic mail from Darlene Dudics, ICG, Customer Service Manager, Irvine, California.

Customers: Chen International
Travers Realty
International Marine
Legal Reprographics

Documentation: Tab 10 - Copy of electronic mail from Jim Haynes and Ann Cowan, ICG, Southern California.

Customers: Burnham Institute
Audio, Video & Computers
Legal Reprographics

- Pacific Bell has a policy and is unwilling to provide number retention when changing customers from Centrex service to business line local exchange service. There is no technical reason for this policy.

Documentation: Tab 11 - Customer letter from State of California, Franchise Tax Board.



STATE OF CALIFORNIA

FRANCHISE TAX BOARD

P.O. Box 1468

Sacramento, CA 95812-1468

(916) 845-4700 FAX (916) 845-4700

KATHLEEN CONNELL
Chair

JOHAN KLEHS
Member

CRAIG L. BROWN
Member

November 24, 1997.

ICG Telecom Group, Inc.
707 Wilshire Blvd., 15th Floor
Los Angeles, CA. 90017

Attn: Steven Barbee

This letter is being sent to formally cancel contract #106473, entered into on October 1, 1997. The contract was for the conversion of seventy-two(72) Pacific Bell Centrex lines to ICG. As, we discussed in our telephone conversation on November 19, 1997, we are canceling the service contract as a result of Pacific Bell's unwillingness to allow the Franchise Tax Board to retain the telephone numbers associated with the 72 lines.

We will continue to consider the services provided by ICG when opportunities arise in the future.

If you have any questions, please call me at 916 845-4700.

Sincerely,

Victor Stiles

Network Management Bureau
Technology Division

Directory Assistance Issues

- Pacific Bell, with a great degree of consistency, provides incorrect, late, and/or missing directory assistance listings on business line resale services.

Documentation: Tab 12 - Copy of electronic mail from Jim Haynes, ICG, Southern California.

Customers: AAA Flag and Banner Mfg. Co., Inc.
It's a Small World Travel Company
Globe Trotter Travel Company

Holdridge, Bruce

From: KramerA [KramerA@dsmo.com]
ent: Monday, January 26, 1998 7:10 PM
To: Holdridge, Bruce
Subject: FW: PAC BELL BAD PRACTICES



Forward.txt

Al, ICG is experiencing frequent and extensive problems with 411 listings - not existing/entirely missing, delayed, wrong, incomplete, etc. As I understand from other industry providers, directory assistance (411 listings) problems is not isolated to ICG only. Regardless, incomplete or inaccurate directory assistance listings is a real problem and concern to business customers, especially if the business customer has to change phone numbers. Business customers become concerned because their customers can't find them with the new service, especially if they have a new phone number, unless the directory listing is existing, correct and complete. Reference AAA Flag and Banner MFG Co, Inc. which will come to you via fax. Bruce

> -----Original Message-----

> From: Haynes, James/SLS-IRV
> Sent: Thursday, December 11, 1997 4:36 PM
> To: Holdridge, Bruce
> Cc: Buntz, Jim/VP&GM-San Diego
> Subject: FW: PAC BELL BAD PRACTICES

> Bruce

> This is one I was holding because I didn't know where to send it.

> Jim

> -----

> From: Andrew, Faye/TC-San Diego
> Sent: Monday, September 29, 1997 4:35 PM
> To: Haynes, James/SLS-IRV
> Subject: RE: PAC BELL BAD PRACTICES

> Jim, FYI regarding customer IT'S A SMALL WORLD TRAVEL. The Customer
> discovered that Pac Bell Directory Assistance (411) was giving out the
> wrong phone number (619- 459-0612). Customer Joan Elder call me
> regarding this on 9/23/97 at 3:15. The correct directory listing
> should be 619 459-0681. At 3:25 I spoke to Damien in our Customer
> Call Center, regarding directory listing issue.

> Damien submitted via their process a request to have directory listing
> changed. (This was done via their Gateway program to Pac Bell. It
> was sequence number 539. Damien said the request was accepted at
> 11:19 on 9/25/97 by Pac Bell.

> Today, 9/29/97, I received a call from Joan Elder saying this had not
> been done yet.

> I called Veronica Tucker at Pac Bell (415 537-8006) Veronica told me
> the customer has to call the business office and have it changed.
> (The customer has already done this and been told it is an ICG line
> and she must call ICG. Which she has done.)

> I initiated a conference call with Joan to the Pac Bell Business
> office at about 11:10. We reach Jessica a representative, she looked
> at the Pac Bell information and said this is an ICG problem, we have
> to call ICG. I said I am ICG and that we have already submitted an
> order to have this changed and that the customer is being told to
> contact Pac Bell business office. Jessica said "this is a really big
> issue and she would have to transfer us to her supervisor". Jessica

- > came back and says her supervisor is on another call can we please
- > hold. We HELD, HELD AND HELD. Jessica would periodically come back
- > and give us status that the supervisor was still on a call. Finally
- > Jessica said the ICG rep would have to hang up that the supervisor
- > would only talk to the customer. I told Jessica that this was
- > unacceptable because we had already been through this once. That the
- > supervisor was going to tell Joan that it was an ICG problem and she
- > would have to contact us. Jessica told me the supervisor said I would
- > have to call a special number to help ICG. While we were on hold, I
- > call the number I was given (800-421-7474), as did Joan. We were told
- > (Joan by a rep named Mary and I by a rep named Lucy) that the customer
- > would have to call the business office to request the change. I told
- > my rep Lucy that I was on hold with the business office as we were
- > speaking and they had given me the number to Lucy's department.
- > Meanwhile, Jessica is still informing us that her supervisor would
- > call Joan back, this was not acceptable so I asked for the next level
- > supervisor, who of course, was also not available. Finally Jessica
- > came back and said she had to release her lines and take other calls.
- > I said we would hold for the supervisor. Jessica came back and said
- > the supervisor would call my manager back. So I gave Jessica Jim
- > Haynes' number. The Customer, Joan, said this would be all right
- > since we were not getting any where after being on the line for 97
- > minutes and 38 seconds.
- > The name of the two supervisors not available to take the call are
- > Mrs. Patricia Cragen and Stephanie Glen.
- >
- > Jim, I think this is Bad practice for several reasons.
- > 1. The number (619) 459-0612 was never listed in the 411 directory
- > before she became an ICG customer.
- > 2. The supervisor would never come on the line and take our call.
- > 3. That both ICG and the customer got such a run around.

GLOBE TROTTER TRAVEL

- On 3/13 Jennifer Wells (salesperson) made me aware that the customer may move to a new location on 3/17/97. She would let me know.
- On 3/14/97 I contacted Marta Perosio (customer contact) she let me know that she would be contacting me on 3/24 with the exact date that she would be moving.
- On 3/28 Marta Perosio contacted me and made me aware that she would be moving on Mon 3/31/97. She also wanted the feature call forwarding put on her main number so that she could forward all calls to a voice mail in the process of moving. I explained to her that Pac Bel requires 3 business days in order to process an order. I explained to her that the call forwarding feature may hit a due date of 3/31 with Pac Bel but because of the back log they may not make that due date. She told me to go ahead and schedule the due date for call forwarding for 3/31 and if it is not on the line by Monday morning to cancel the order. I emphasized to Marta that in order for her to move it would take 3 business days to process the order.
- On 3/31 Marta called and said she had moved she needs her lines up and working now. I explained to her that on Friday 3/28 I let her know Pac Bel needs a time interval of 3 business days. I told her I would expedite the order for today's date but there is no guarantee that the order will be processed for 3/31 because Pac Bel does require 3 days.
- On 3/31 I called Victoria Fled at Pac Bel to have the order expedited. I was told that the order would be given to a Pac bel Tech to work on but the order will probably not be worked until 4/1.
- After numerous attempts to have the order expedited, the order was not completed until 4/4, the reason the order was not completed w/in the 3 day interval was because Pac Bel was back logged.
- The customer was told on 4/4 that the vendor charges would be covered by ICG Telecom which was authorized by Marianne Mote. I told the customer to send the vendor's bill to the attention of myself and we would take the charges for the inconvenience of her having to reschedule her vendor more than once.

Service Provisioning Issues

- Pacific Bell is unable to fulfill trunk capacity requests forecasted by ICG to Pacific Bell in 3Q and 4Q 1997 (ICG has also provided a 5 year trunk forecast). As a result, ICG end-user customers cannot complete calls due to All Trunks Busy announcements ("All circuits are busy - please try your call again later"). This creates a poor ICG/CLC image to the end-user and general public, as well as stalls reciprocal compensation. ICG trunk requests placed in 3Q1997 will not be fulfilled by Pacific Bell until 12/98. Pacific Bell tandem switches currently exhausted in capacity are:

ANHMCA0295T (Anaheim, CA)
LSANCA0470T (L.A., CA)
OKLDCA0349T (Oakland, CA)
SNFCCA2143T (San Fran, CA)

Pacific Bell does not have procedures and processes for integrating CLC forecasted needs into the Pacific Bell network growth plans, thus harming the CLCs image.

Documentation: Tab 13 - Letter from ICG Switch Planner, Eric Hagerson to ICG Switch Planning Manager, Kelly Dowell. Copies ASR trunk requests and copy of corresponding Pacific Bell ISR confirmation stating "Held & Denied" due to no facilities, some with no relief dates at all, others with relief dates as late as 12/98 when initial order was placed 3Q97.

Dowell, Kelly

From: Hagerson, Eric
Sent: Monday, February 02, 1998 1:38 PM
To: Dowell, Kelly
Subject: trunking

Currently Pac Bell has 4 main tandems in exhaust.

ANHMCA0295T - Point of Interface for ICG traffic to and from our Lakewood and Irvine switches.
LSANCA0470T - Point of Interface for ICG traffic to and from our LA and West LA switches.
OKLDCA0349T - Point of Interface for ICG traffic to and from our Oakland switch.
SNFCCA2143T - Future Point of Interface for our new San Francisco switch.

We currently have orders (attached) that are in Held and Denied status for the Anaheim and LA tandems.

As fast as ICG's customer base is growing, it is imperative that we create large enough trunk groups to Pacific Bell tandems. The LATAs are so large and there are so many End Offices that is difficult to determine when and where our traffic is coming from. In an attempt to alleviate the tandem situation, we have established an extensive network of Direct End Office Trunks. The trunks take origination and termination traffic from the End Office, however, as increased traffic loads occur, they overflow to our tandem groups. ICG cannot be expected to trunk to every End Office Pac Bell has in order to be assured we will get our traffic.

Pac Bell is aware of their tandem exhaust situation. Their solution is to optimize their switches rather than grow them. This takes a very long time and does not guaranty anyone will get network relief. Unfortunately, as we begin to increase our End Office connectivity we are finding that Pac Bell is experiencing exhaustion in some of their End Office switches as well. We have no idea of the impact this has on our ability to provide service to our customers until we place orders.

ICG has forecasted growth to Pac Bell for the last 2 quarters and for the next 5 years per their requirements. We have had 2 meetings with them to jointly plan the network and have another one scheduled in February 1998. However, I think that it has taken Pac Bell to long to realize that we are going to be a dominant player in California. (i.e. I think they underestimated our growth despite what we told them).

CESAR ISR CONFIRMATION IM
QAI TRUNKS REQUESTPAGE 1 OF 4
1ST CI OF 2CD/TSENT 11 - 14 - 97 - 0900AM RT F
CCNA ICG PON 119-369-N VER INIT PETE SCHWEERS
REQ NO ICGI9729016: 350000 VN 002 REGION PT04 EC VER 01

ADMINISTRATIVE SECTION

REP ANA VASQUEZ TELNO 415 - 836 - 8015 SPA TSP
BAN 273 - 836 - 0041 LSO 510271 PROV INT PROJ
APP 11 - 07 - 97 DIRD 11 - 24 - 97 COLRD DD 12 - 28 - 97
PTD 12 - 16 - 97 EBDFNI CI VI CNO
REMARKS HELD & DENIED UNTIL 12-98. ALL DATES & ECCKT ARE FICTITIOUS.
***** PLS DISREGARD. ECCKT USED 4 CESAR EDITS *****

CIRCUIT DETAIL SECTION

ECCKT /DF-4DTHA/SNJ: CAR4DS0/MM/SNTCCA0148T REF NUM 0001
CKR NSR164119 LSO SECLOC 400554
ORD C19582436 CRO TSC AB434201 OTC TSC
TRK QTY 00024 TNSC ECSPC 251 - 065 - 016

SCREEN OPTION PAGE

CI

FEB-02-98 02:20 From:ICG

+3034145858

T-372 P.07/09 Job-535

TO
Company
Location
Fax #
Comments

Eric Harrison
ICG
414-5858
PON 4119-369-N
ASR 1.00

From
Company
Location
Fax #
Original
Destination

Carol H
Days Charge
Telephone #
414-0248
☐ Destroy ☐ Return ☐ Call for pickup

CCNA: ICG PON: 4119-369-N

DATE: 02-02-98
TIME: 11:58:09

ISR ADMINISTRATIVE DATA - 1

ADMINISTRATIVE SECTION
CC 7245 CCNA ICG PON 4119-369-N VER
D/T SENT 10 - 17 - 97 - 1522PM DDD 11 - 11 - 97
RTR 9
REQTYPE 4 ACT N FDT RANGE? SUP 4
CUST INTELCOM GROUP AGAUTH
CICA NSR164119
ECCKT /DF-4DTHCA/SNJSCAI WLSO/MM/SNTCCA0148T
FPTD - - - - - PFPTD - - - - -
BAN 273 - 530 - 0045 BIC
BIC BIC TEL
RPON
ORD NO C19582436 MORE? Y
ISR NO ICGI97290162658000
PROJECT
CNO
EXP AENG ALER
DATED
PID 000 LIRF
QTY 0000096
PLU 100 PLM
APOT
ACTL OKLDCA03W37
BIC ID
CCVN
AFG
TSP
REMARKS FOR LOCAL INTERCONNECT TRUNKS FOR LOCAL & INTRA-LATA END OFF
408-579, 408-585, 415-223, 415-409, 415-410, 415-416, 415-417
415-419, 415-532, 415-799, 415-820, 415-832, 510-201, 510-239

ISR STATUS PS VN 002 LST UPDATE PACY4095 D/T ISSUED 11-07-97 14:08
STATUS RCVD 11-14-97 09:08 COMP DATE - - - SCREEN OPTION PAGE

ADMINISTRATIVE DATA - 2

BILLING SECTION
ACNA ICG TE P
BILLNM INTELCOM GROUP
STREET 9605 E. MAROON C. R.
CITY ENGLEWOOD
BILLCON SCOTT ROBERTSON
VTA BRF
SCL
SAN
SBILLNM
FLOOR 1ST ROOM 100
STATE CO ZIP CODE 80112 -
TEL NO 303 - 572 - 2108 -
ABC A C D F I L M O U
CONTACT SECTION
INIT PETE SCHWERS
STREET 9605 E. MAROON C. R.
CITY ENGLEWOOD
DSG CON PETE SCHWERS DFC PDRC
STREET 9605 E. MAROON C. R.
CITY ENGLEWOOD
IMP CON NSCC CENTER
MTCE
D/TREC 11-07-97 14:08
TEL NO 303 - 414 - 0273 -
FLOOR 1ST ROOM 100
STATE CO ZIP CODE 80112 -
TEL NO 303 - 414 - 0273 -
FLOOR 1ST ROOM 100
STATE CO ZIP CODE 80112 -
TEL NO 800 - 738 - 4835 -
TEL NO

ASSIGNED TO DATE ASSIGNED 11-07-97

SCREEN OPTION PAGE

CESAR ISR CONFIRMATION IM
OAI TRUNKS REQUESTPAGE 1 OF 4
1ST CI OF 1

CD/TSNT 01 - 26 - 98 - 1014AM RT F

CCNA ICS PDN - 525-1889-N VER 1 INIT CAROL HILL
REQ NO ICS18891412-147888 VN 003 REGION PT04 EC VER 02

ADMINISTRATIVE SECTION

REP THOMAS P. WARD	TELNO 415 - 542 - 1933	SPA	TSP
BAN 373 - 530 - 004	LCO 213830	PROV INT	PROJ
APP 01 - 14 - 98	DL 30 06 - 30 - 98	CDLRD	DD 06 - 30 - 98
		PTD 06 - 30 - 98	EDD

FNI _____ CF VI _____ CNO _____

REMARKS EARLIEST POSSIBLE RELIEF DATE MAY 1998

ATTN IC * HELD & DENIED *****

CIRCUIT DETAIL SECTION

ECCKT /AF-XXXXXXX/LSF ICR0470T/77/LSANCA0470T

CKR NSR164525

ORD 065131329 CRO

TRK QTY 00024

TSC AB000000 DTC TSC

TNSC ECSPC 251 - 141 - 004

REF NUM 0001
LSO SECLOC 213230

SCREEN OPTION _____ PAGE _____

CI

CCNA: ICG PON: 4525-18. N

DATE: 01-14-98

TIME: 14:35:41

ISR ADMINISTRATIVE DATA - 1

ADMINISTRATIVE SECTION
 CC 7245 CCNA ICG POI 4525-1899-N VER _____
 D/T SENT 01 - 14 - 98 - 1306PM DDD 02 - 16 - 98
 RTR S CNO _____
 REQTYP 4 ACT N FDT _____ RANGE? _____ SUP _____
 CUST INTELCOM GROUP AGAUTH _____
 CKR NSR164525
 ECCKT /DF-4DTJIAL/LSAHCA 27DS0/77/LSANCA0470T
 PPTD _____ PFPTD _____
 BAN E _____ BI _____ ACTL LSANCA01W13
 BIC BIC TEL _____ BIC ID _____ TSP _____
 RPON 1740-1899-C ERD CCVN AFG
 REMARKS AUGMENT TO EXISTING TG (AB438669). TRANSLATIONS CHANGE IN
 PROCESS TO CHANGE FROM DIRECT FINAL TO ALT FINAL (SEE RPON).
 PLEASE OPEN ALL NPA/NXX'S ASSOCIATED WITH LSAHCA27DS0 FOR

ISR STATUS OS VN 001 LAST UPDATE ICGCLHIL D/T ISSUED 01-14-98 14:35
 STATUS RCVD 01-14-98 1:35 COMP DATE _____ SCREEN OPTION _____ PAGE _____

ADMINISTRATIVE DATA - 2

BILLING SECTION
 ACNA ICG TE P SCL _____ SAN _____
 BILLNM INTELCOM GROUP SBILLNM _____
 STREET 9605 E. MAROON C. R. FLOOR 1ST ROOM 100
 CITY ENGLEWOOD STATE CO ZIP CODE 80112 - _____
 BILLCON SCOTT ROBERTSON TEL NO 303 - 572 - 2108 - _____
 VTA _____ EEP _____ ABC A _____ C _____ D _____ F _____ I _____ L _____ M _____ O _____ U _____

CONTACT SECTION
 INIT CAROL HILL TEL NO 303 - 414 - 0248 - _____
 STREET 9605 E. MAROON C. R. FLOOR 1ST ROOM 100
 CITY ENGLEWOOD STATE CO ZIP CODE 80112 - _____
 DSG CON CAROL HILL DEC _____ FDRC _____ TEL NO 303 - 414 - 0248 - _____
 STREET 9605 E. MAROON C. R. FLOOR 1ST ROOM 100
 CITY ENGLEWOOD STATE CO ZIP CODE 80112 - _____
 IMP CON NSCC CENTER TEL NO 800 - 438 - 4835 - _____
 MTCE TEL NO _____ - _____ - _____
 D/TREC 01-14-98 14:35

ASSIGNED TO _____ DA'E ASSIGNED _____ SCREEN OPTION _____ PAGE _____

CESAR ISR CONFIRMATION IM
OAI TRUNKS REQUESTPAGE 1 OF 8
1ST CI OF 2

CD/TSNT 01 - 20 - 98 - 0257PM RT F

CCNA ICG PON 767-1899-N2 VER INIT SUE HERNANDEZ
REQ NO ICGI07364131 530000 VN 002 REGION PT04 EC VER 02

ADMINISTRATIVE SECTION

REP JONES M. WOOD	TELNO 415 - 542 - 2455	SPA	TSP	
BAN 073 - 598 - 0047	LAG 213230	PROV INT	PROJ	
APP 12 - 30 - 97	DL 10 12 - 31 - 98	CDLRD		DD 12 - 31 - 98
		PTD 12 - 31 - 98	EED	

FNI

CF II

CND

REMARKS ORDER HELD & DENIED DUE TO NO DIF ASSIGNMENT AT LSANCA0470T &
NO RELEASE DATE.

CIRCUIT DETAIL SECTION

ECCKT /IH-4DTJIAL/LSF 4CRCD02/77/LSANCA0470T

CKR NSR164787

ORD C76354320 CRO

TRK QTY 00024

TSC AB434210 OTC TSC

TNBC ECSPC 251 - 141 - 004

REF NUM 0001
LSO SECLOC 213230

SCREEN OPTION PAGE

CI

CCNA: ICG PON: 4767-1895 2

DATE: 12-30-97

TIME: 13:16:35

IS: ADMINISTRATIVE DATA - 1

ADMINISTRATIVE SECTION
 CC 7245 CCNA ICG PON 4767-1899-N2 VER
 D/T SENT 12 - 29 - 97 - 020 PM DDD 01 - 13 - 98
 RTR S CNO
 BROTV 4 ACT N FDT RANGE? SUP AGAUTH
 CUST INTEL COM GROUP
 CKR NSR164767
 ECKT
 PPTD - - PPTD - -
 BAN 373 - 530 - 0047 BR ACTL LEANCA01W13
 BIC BIC TEL - - BIC ID TSP
 RPON 1081-1899-C RORD CCVN AFG
 REMARKS PLEASE AUGMENT 254 PGD/2-WAY/SS7/IH TRUNKS TO AB434210.
 THIS ISR IS TO ORDER DSO'S AND THE ASSOCIATED DSI FACILITY.

ISR STATUS OS VN 001 LAST UPDATE ICGSLHR D/T ISSUED 12-30-97 13:16
 STATUS RECVD 12-30-97 13:16 COMP DATE - - - SCREEN OPTION PAGE

ADMINISTRATIVE DATA - 2

BILLING SECTION
 ACNA ICG TE P
 BILLING INTEL COM GROUP
 STREET 9605 E. MAROON CIR.
 CITY ENGLEWOOD
 BILLING ARTHUR SCHMIDT
 VTA RRP
 BILL SAN
 SBILLNM
 FLOOR 1ST ROOM 100
 STATE CO ZIP CODE 80112 -
 TEL NO 303 - 572 - 2057 -
 ABC A C D F I L N O U
 CONTACT SECTION
 INIT SUE HERNANDEZ
 STREET 9605 E. MAROON CIR.
 CITY ENGLEWOOD
 DSG CON SUE HERNANDEZ DR: PDRC
 STREET 9605 E. MAROON CIR.
 CITY ENGLEWOOD
 IMP CON NSOC CENTER
 MTCE
 D/TREC 12-30-97 13:16
 TEL NO 303 - 414 - 3545 -
 FLOOR 1ST ROOM 100
 STATE CO ZIP CODE 80112 -
 TEL NO 303 - 414 - 3545 -
 FLOOR 1ST ROOM 100
 STATE CO ZIP CODE 80112 -
 TEL NO 800 - 438 - 4835 -
 TEL NO - - - -

ASSIGNED TO DATE ASSIGNED SCREEN OPTION PAGE

CESAR ISR CONFIRMATION IM
OAI TRUNKS REQUESTPAGE 1 OF 18
1ST CI OF 2

CD/TSNT 01 - 07 - 98 - 0405PM RT F

CCNA ICG PON 5368-1902-N1 VER 01 INIT PETE SCHWEERS

REQ NO ICGI9736513131 000 VN 001 REGION PT04 EC VER 01

ADMINISTRATIVE SECTION

REP SHRYEE D. RANDO	TELNO 416 - 642 - 3888	GPA	TGP
BAN 373 - 530 - 0047	LSO 714474	PROV INT	PROJ
APP 01 - 07 - 98	DL 10 01 - 01 - 98	CDLAD	DD 01 - 01 - 98
		PTD 01 - 01 - 98	EBD

FNI

CF VI

CNO

REMARKS HELD DUE TO FACILITIES CANT BE PROV NO DIFB AT ANHMC0205T
 NO RELIEF DATE.....ALL DATES AND FAC ARE FICTITIOUS..

CIRCUIT DETAIL SECTION

ECCKT /AF4-DTJIAL/AN: 1C0295T/77/IRVNCRAUSD00

REF NUM 0001

CKR NSR185866

LSO SECLOC 714491

ORD C64413829 CRO - TSC AB434183 OTC TSC

TRK QTY 00024

TNSC ECSPC 251 - 143 - 001

SCREEN OPTION PAGE

CI

CCNA: ICG PON: 5866-1901-N

DATE: 12-30-97

TIME: 14:58:12

ISR ADMINISTRATIVE DATA - 1

ADMINISTRATIVE SECTION
 CC 7245 CCNA ICG PON 5866-1902-N VER 01
 D/T SENT 12 - 30 - 97 - 0115PM DDD 02 - 03 - 98
 RTR S CNO
 REQ TYP 4 ACT N FDT RANGE? SUP
 CUST INTELCOM GROUP AGAUTH
 CKR NSR165866
 ECCKT /AB4-DTJIAL/ANIMCA 1295T/77/IRVNCAUSDSO
 PPTD PFPTD
 RAN 373 - 630 - 0047 BR ACTL IRVNCA11W35
 BIC BIC TEL BIC ID TSP
 RPON RC ID CCVN AFC
 REMARKS PLEASE AUGMENT MY TG 1902 TSC AB434183.

ISR STATUS OS VN 001 LAST UPDATE ICGPJSC D/T ISSUED 12-30-97 14:58
 STATUS RECVD 12-30-97 14:58 COMP DATE SCREEN OPTION PAGE

ADMINISTRATIVE DATA - 2

BILLING SECTION
 ACNA ICG TE P
 BILLNM INTELCOM GROUP
 STREET 9605 E. MAROON CIR.
 CITY ENGLEWOOD
 BILLCON SCOTT ROBERTSON
 VTA EBP
 SCL SAN
 SBILLNM
 FLOOR 1ST ROOM 100
 STATE CO ZIP CODE 80112 -
 TEL NO 303 - 572 - 2108 -
 ABC A C D F I L M O U

CONTACT SECTION
 INIT PETE SCHWEERS
 STREET 9605 E. MAROON CIR.
 CITY ENGLEWOOD
 DSG CON PETE SCHWEERS JRC FDRC
 STREET 9605 E. MAROON CIR.
 CITY ENGLEWOOD
 IMP CON NSCC CENTER
 MTCE
 D/TREC 12-30-97 14:58
 TEL NO 303 - 414 - 0273 -
 FLOOR 1ST ROOM 100
 STATE CO ZIP CODE 80112 -
 TEL NO 303 - 414 - 0273 -
 FLOOR 1ST ROOM 100
 STATE CO ZIP CODE 80112 -
 TEL NO 800 - 438 - 4835 -
 TEL NO - - - -

ASSIGNED TO DATE ASSIGNED SCREEN OPTION PAGE

Service Provisioning Issues (cont.)

- Pacific Bell has inconsistent service order provisioning intervals. For example, on resale service orders, Firm Order Confirmations or often worked faster than Expedite Request Confirmations. Additionally, Pacific Bell can miss due dates by "either a couple of days or up to almost a full month". This includes services to end-user customers as well as interconnecting network trunks (inter-machine trunks) needed to process calls between the Pacific Bell and ICG networks. This is especially the case when ICG service requests must be coordinated between Pacific Bell and GTE California, Inc.

Documentation: Tab 14 - Letter from Jamie Timmerwilke, ICG, Manager, LEC Escalation's, California Market, and copies of SBC/Pacific Bell's CESAR System Automated Service Request and Circuit Layout Records. Letter from Jamie Timmerwilke regarding San Diego Community College.

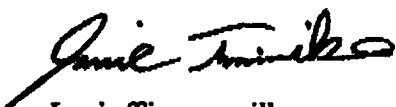
Bruce Holdridge
ICG Communications
510-239-7033

January 30, 1998

Bruce,

Here is a perfect example of what I have been putting up with Pacific Bell. On Pon numbers, 60133, 60134, 60135, 60136, we sent the Access Service Request over to Pacific Bell on January 28, 1998. We did not order it as an expedite and we got the FOC back less than two business days. On Pon number 59994, we sent the Access Service Request over to Pacific Bell on January 27, 1998. We ordered it as an expedite with a due date of February 2, 1998. I just placed a call over to Pacific Bell today at 11:15 am MST asking for status on the FOC. I was informed that the order has not even been assigned to a representative and it won't be assigned until this afternoon or first thing on Monday morning. Keep in mind the due date for this order is scheduled for Monday, February 2, 1998 with the customer. I bet that Pacific Bell won't even have the order worked until Monday and we will be missing the due date because we probably won't get the FOC until Monday afternoon at the earliest.

Thank you,



Jamie Timmerwilke
LEC Escalation's
California Market

Bruce Holdridge
ICG Communications
510-239-7033

January 30, 1998

Bruce,

Yet another example of Pacific Bell missing Customer due dates.
If you take a close look at all of the orders for San Diego Community College
you will find that due dates were missed by either a couple of days up to
almost a full month.

Once again, if you have any questions please let me know at 303-414-3133.



Jamie Timmerwilke
LEC Escalation's
California Market

CCNA: ICG PON: 59994

DATE: 01-27-98
TIME: 08:47:57

ASR ADMINISTRATIVE DATA - 1

ADMINISTRATIVE SECTION
 ICSC PT04 PON 59994 VER NOR OF ORD NO MORE?
 ASC-BC OEC 1 OEC 2 OEC 3 OEC 4 OEC 5 OEC 6 ASR NO ICGA98027083733001
 D/T SENT 01 - 27 - 98 - 0830AM DDD 02 - 02 - 98 PROJECT
 RTR F CNO
 REQ TYP SD ACT T FDT SUP AFO TO EXP Y AENG ALBR QA
 CCNA ICG CUST LATINOLINK ENTERPRISES CC AGAUTH DATED UNIT C PIU 100
 CKR CAL832948
 ECCKT 63/HCGS/862001/258/PT QTY 0000001
 FNI CFNI SPEC PLU QTY
 PPTD PFPTD FBA
 BAN 272 - 891 - 4400 ACTL SNFCCA21W62 APOT AI TSP
 BIC BIC TEL BIC ID RORD
 RPON CCVN AFG SPA BSA LTP
 REMARKS PLEASE MOVE 1 B8ZS/ESF CIRCUIT. IF WORKED OUTSIDE OF
 NORMAL BUSINESS HOURS CALL 800 738-4855.
 CHANGE TO CKR

ASR STATUS OS VN 001 LAST UPDATE ICGTLRUS D/T ISSUED 01-27-98 08:47
 STATUS RECVD 01-27-98 08:47 COMP DATE SCREEN OPTION PAGE

ADMINISTRATIVE DATA - 2

BILLING SECTION
 ACNA ICG TE SCL SAN
 BILLNM INTELCOM GROUP SBILLNM
 STREET 9605 E MAROON CIRCLE FLOOR 1ST ROOM 100
 CITY ENGLEWOOD STATE CO ZIP CODE 80111
 BILLCON SCOTT ROBERTSON TEL NO 303 - 572 - 2108
 VTA EBP ABC A C D F I L M O U
 CONTACT SECTION
 INIT TRENT RUSSELL TEL NO 303 - 414 - 3106
 STREET 8101 E PRENTICE FLOOR 002 ROOM
 CITY ENGLEWOOD STATE CO ZIP CODE 80111
 DSG CON TRENT RUSSELL DRC FDRC TEL NO 303 - 414 - 3106
 STREET 8101 E PRENTICE FLOOR 002 ROOM
 CITY ENGLEWOOD STATE CO ZIP CODE 80111
 IMP CON DUTY TECH TEL NO 415 - 512 - 7116
 MTCE TEL NO
 D/TREC 01-27-98 08:47

ASSIGNED TO DATE ASSIGNED SCREEN OPTION PAGE

CCNA: ICG PON: 59994

DATE: 01-27-98

TIME: 08:47:57

SPECIAL ACCESS

CIRCUIT DETAIL

NC HCE- NCI 04QA6.31 TLV T R S25 B
SECNCI 04DU9.SN SECTLV T R NSB CKLT NSL
HVP NSIM SR TRF MST ATN SSS GETO W NVC
CFA 123/T3/15/SNFCCA21K23/SNFCCA21W62 CFAU MUXLOC SNFCCA21
SCFA HBAN N/U
PRI ADM SEC ADM CLK LMP PSPEED ZLG

LOCATION SECTION

SECLOC ELATINOLINK ENTERPRISES OTC SI SPOT
STREET 330 TOWNSEND ST BLDG MAIN FLOOR ROOM SUIT 203
CITY SAN FRANCISCO STATE CA ACTEL 415 - 357 - 1172 -
EUCON MAX RAMIREZ EUTEL 415 - 357 - 1172 -
ALOC SEE LCON EXACT DEMARC AND EXTEND DEMARC IF NECESSARY

DEMARC: SUITE 203

LCON MAX RAMIREZ ACC

JS N JKCODE RJ48X JKNUM 99 JKPOS 99 PCA REN
CTX TEL CTK LSTD NM

REMARKS

SCREEN OPTION PAGE

CIRCUIT LAYOUT RECORD

Most Current Version

CLR Status: INSTALLATION

Version: 1
Revision: 1

ICG CKT ID: CAL832948	Comm Lang ID: _____
Customer CKT ID: _____	CLR Created for this SO # 59994
Carrier CKT ID: _____	Printed from SO # 59994 SUPP 0 Current
LEC CKT ID: _____	Customer PO # _____
LEC: _____	Customer Due: 02/01/98
Customer/End User: LATINOLINK ENTERPRISES, INC. / LATINOLINK	ICG Plant Test: 02/01/98
Customer Admin: MAX RAMIREZ	CSR: Etta Morrow
Phone: (415) 357-1172	Phone: 510/239-7040
Customer Tech: MAX RAMIREZ	Revised By: Trant Russell
Phone: (415) 357-1172	Revision Done: 01/27/98 09:38:06
End User Contact: MAX RAMIREZ	Action: NEW
Phone: (415) 357-1172	Order Type: SCPA / HYBRID
Carrier Tech: _____	Circuit Type: DSL / ESF/882s
Phone: () -	Status: OPEN INF

Extended Dmarc: SUITE 203

Term Type: DSX1

From: _____

A Location: 330 TOWNSEND

OFF NET

Equipment Types

To: 63/HCGS/862001/258/PT

System: VIA PACBELL

From: CUST PREM VIA PACBELL

B Location: 611 FOLSOM ST SAN FRAN 21 CO SNFCCA21 PAC

To: 123/T3/SNFCCA21K23/SNFCCA21W62 X 15

DSX3

System: NSR161151

From: 106.06.08 X 71

NTI/150C

C Location: 180 GRAND AVE 120 ICG

To: 0106.06.08 X 21

NTI/150C

System: NSR160965

From: 0501.10.07 X 49

NTI/150C

D Location: 274 BRANNAN ST 5FL ICG

To: 501.10.10 X 41

NTI/150C

System: NSR162506

LEC Tech: _____	Company: _____	Date: / /
ICG Tech: _____	Company: _____	Date: / /
Carrier: _____	Company: _____	Date: / /
Customer: _____	Company: _____	Date: / /
Alarm Signoff: _____		Date: / /
Special Service Protection Signoff: _____		Date: / /

CIRCUIT LAYOUT RECORD

Most Current Version

CLR Status: INSTALLATION		Version: 1 Revision: 1
ICG CKT ID: CAL832948	Comm Lang ID: _____	
Customer CKT ID: _____	CLR Created for this SO # 59994	
Carrier CKT ID: _____	Printed from SO # 59994 SUPP 0	Current
LEC CKT ID: _____	Customer PO # _____	
LEC: _____	Customer Due: 02/01/98	
Customer/End User: LATINOLINK ENTERPRISES, INC. / LATINOLINK	ICG Plant Test: 02/01/98	
Customer Admin: MAX RAMIREZ	CSR: Etta Morrow	
Phone: (415) 357-1172	Phone: 510/239-7040	
Customer Tech: MAX RAMIREZ	Revised By: Trent Russell	
Phone: (415) 357-1172	Revision Done: 01/27/98 09:38:06	
End User Contact: MAX RAMIREZ	Action: NEW	
Phone: (415) 357-1172	Order Type: SCPA / HYBRID	
Carrier Tech: _____	Circuit Type: DS1 / ESF/B82S	
Phone: () -	Status: OPEN INP	
From: 101.01.03 X 13		NTI/150C
E Location: 1019 MISSION ST 1FL ICG		
To: 101.01.03 X 41		DSX1
System: NSR162507		
From: 101.01.05 13		DSX1
Z Location: 1019 MISSION ST 1 FLOOR SIRIUS CONNECTIONS ON NET		
To: _____		
Term Type: RJ48X		
Dmarc: SIRIUS, 1ST FLOOR		

LEC Tech: _____	Company: _____	Date: / / _____
ICG Tech: _____	Company: _____	Date: / / _____
Carrier: _____	Company: _____	Date: / / _____
Customer: _____	Company: _____	Date: / / _____
Alarm Signoff: _____		Date: / / _____
Special Service Protection Signoff: _____		Date: / / _____

CESAR ASR CONFIRMATION IS PAGE 1 OF 1
SPECIAL ACCESS REQUEST 1ST CI OF 1

CD/TSNT 01 - 30 - 98 - 1047AM RT F
CCNA ICG PON 60133 VER INIT BRENDA MOSS
ASR NO ICGA98028111528000 VN 001 ICSC PT02 EC VER 01

ADMINISTRATIVE SECTION

REP SANDY SWANSON TELNO 714 - 687 - 7880 SPA TSP -
BAN 372 - 896 - 4400 LSO 619457 PROV INT PROJ -
APP 01 - 29 - 98 DLRD 02 - 03 - 98 CDLRD - - DD 02 - 06 - 98
PTD 02 - 05 - 98 EBD - - -
FNI CFNI CNO

REMARKS

CIRCUIT DETAIL SECTION

ECCKT 96/HCGS/862010/080/PT ORD C65791677 REF NUM 0001
CKR NSR167612 CRO -
LSO SECLOC 619268

SCREEN OPTION PAGE -

CCNA: ICG PON: 60133

DATE: 01-28-98

TIME: 11:15:35

ASR ADMINISTRATIVE DATA - 1

CBIS 01/28/98 1115 CFA VALID. DATA EXIST

ADMINISTRATIVE SECTION

ICSC PT02 PON 60133 VER NOR OF ORD NO MORE?
 ASC-EC OEC 1 OEC 2 OEC 3 OEC 4 ASR NO ICGA98028111528000
 D/T SENT 01 - 28 - 98 - 1110PM DDD 02 - 06 - 98 PROJECT
 RTR S CNO
 REQ TYP SD ACT N FDT SUP AFO TQ EXP AENG ALBR QA
 CCNA ICG CUST ICG DIAL TONE CC AGAUTH DATED
 CKR NSR167612 UNIT C PIU 100
 ECCKT 96/HCGS/862010/080/PT MECHCKT QTY 0000001
 FNI CFNI SPEC PLU QTY
 PPTD - - - PFPTD - - - FBA
 BAN E - - - ACTL SNDGCA15W32 APOT AI TSP
 BIC BIC TEL - - - BIC ID RORD
 RPON CCVN AFG SPA BSA LTP

REMARKS PLEASE INSTALL 1 B8ZS/ESF CIRCUIT. IF WORKED OUTSIDE OF
 NORMAL BUSINESS HOURS CALL 800 738-4835.

ASR STATUS OS VN 001 LAST UPDATE ICGBX MOS D/T ISSUED 01-28-98 11:15
 STATUS RECVD 01-28-98 11:15 COMP DATE - - - SCREEN OPTION PAGE

ADMINISTRATIVE DATA - 2

BILLING SECTION

ACNA ICG TE SCL SAN
 BILLNM INTELCOM GROUP SBILLNM
 STREET 9605 E MAROON CIRCLE FLOOR 1ST ROOM 100
 CITY ENGLEWOOD STATE CO ZIP CODE 80111 -
 BILLCON SCOTT ROBERTSON TEL NO 303 - 572 - 2108 -
 VTA EBP ABC A C D F I L M O U

CONTACT SECTION

INIT BRENDA MOSS TEL NO 303 - 414 - 0252 -
 STREET 8101 E PRENTICE FLOOR 002 ROOM
 CITY ENGLEWOOD STATE CO ZIP CODE 80111 -
 DSG CON BRENDA MOSS DRC FDRC TEL NO 303 - 414 - 0252 -
 STREET 8101 E PRENTICE FLOOR 002 ROOM
 CITY ENGLEWOOD STATE CO ZIP CODE 80111 -
 IMP CON DUTY TECH TEL NO 619 - 576 - 1116 -
 MTCE TEL NO - - - - -
 D/TREC 01-28-98 11:15

ASSIGNED TO DATE ASSIGNED SCREEN OPTION PAGE